

# JRF LEASEHOLD COMPENSATION AND DISCRETIONARY PAYMENTS POLICY

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## 1.0 Introduction

Discretionary payments may be considered by way of compensation when JRF, or our managing agent, fail to meet our published standards as set out in the Leaseholder Handbook. When making discretionary payments consideration will be given to the level and nature of disruption and inconvenience experienced as a result of the service failure.

## 2.0 Good practice

There is no legal requirement to make discretionary payments and in the event of the service not meeting the published standard in many cases a written apology may be more appropriate or a payment to a communal fund rather than to a specific individual.

## 3.0 In what circumstances may a discretionary payment be paid?

A discretionary payment would be made through a call on charitable funds and such payments will only be authorised in exceptional cases.

A discretionary payment will be considered where other routes, such as a claim under Section 6 of the leaseholder handbook are not appropriate.

Such circumstances may include:

- Services set out in the Leaseholder Handbook or in the managing agent contract that are not provided or are provided to a poor standard.
- Temporary loss of some facilities, provided by the landlord where a remedy has not been made within a reasonable timescale.

In all cases the emphasis should be on putting right the service failure.

## 4.0 Awarding discretionary payments

Any payment is at the absolute discretion of JRF. The decision to offer a discretionary payment rests solely with JRF and the decision will be final.

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এই তথ্য আপনার মাতৃভাষায় সরবরাহ করা যাবে (Bengali)

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